

# Change of Clinical Software Systems

## Online Services

### Currently Registered Patients

If you currently use our online services to book appointments and have a username and password for “My Vision Online”, on the 21<sup>st</sup> June 2016, your access to the system will no longer work.

As we are changing clinical systems, we also have to change the platform for online appointment booking.

We will be sending every patient who is an active user of the service a new set of instructions and user details. You do not need to request this.

There will be a delay in sending this information to you of up to a month. Therefore, in the meantime you will need to ring 01803 832212 to book an appointment.

### Patients who have registered in the last month

For those of you who have registered in the last month, we apologise for not sending you your login details. Up until this point we have not been able to define definitive dates that services will be switched on. Therefore we have held all new registrations.

If you have recently registered, but not yet received your login details, these will be sent to you once the new systems are up and running. You do not need to register again.

### Why the need for change?

We understand that this will be inconvenient for patients. However, there are many benefits, especially for users of online services which have prompted the move of clinical systems.

Once up and running, patients will be able to book appointments not only with a doctor, but also with nurses and health care assistants. Secondly, the method of ordering your repeat prescriptions will be much improved. We have had numerous issues with the current system. Third, we will be able to open up access to patient records to those who request it.

The letter you receive with your new login details will detail all of these services and include instructions on how to access them.

If you have any queries about this move and what it means for you, please use the contact section on our website to get in touch. We will aim to answer your questions as soon as we can. We apologise for any inconvenience caused for patients.